

W-01303A-09-0343
SW-01303A-09-0343

OPEN MEETING AGENDA ITEM



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ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: JUL 24 A 9:16

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2014 - 117199

Date: 7/23/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

ORIGINAL

Complaint By: First: Judy Last: Mullins

Account Name: Judy Mullins

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Judy Mullins

Date: 7/23/14

Address:

Phone:

CityStateZip: Buckeye, Arizona 85396

Cell:

Docket: W-01303A-09-0343 and SW-01303A-09-0343

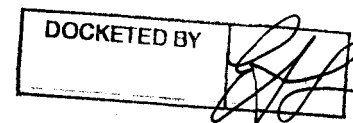
DocketNo:

Utility : EPCOR

Email:

Arizona Corporation Commission
DOCKETED

JUL 24 2014



Comments:It's unacceptable that the ACC (chairman and commissioners)has allowed water/sewer rates in Verrado to escalate to a point where they have created "hardships" on our residents and have become a major deterrent to prospective homebuyers. These rate increases are driving homebuyers out and not bringing them in. It is definitely not helping an already weak housing market and slow recovery in general. My husband and I have lived in Verrado since 2005. I list and sell homes in Verrado specifically as an independent contractor and Realtor for Coldwell Banker Residential Brokerage. I can assure you, EPCOR has affected real estate business here in a very negative way. Not a day goes by while discussing Verrado with potential clients, new homeowners and eventual tax payers in our state, the concern and questions that arise regarding EPCOR and the exhorbitant costs of water/sewer here. This has not only been an issue for Verrado but all of the other home communities and various districts serviced by EPCOR. If the ACC continues to put homeowners in a position where they can't afford to live in a community and the various districts, they will simply relocate and our cities/counties will pay the price. The impact of the ACC's decision to allow these ever-increasing rate hikes extends well beyond a homeowner's pocketbook into an entire community by not being able to patronize local grocery stores, restaurants, businesses, etc as freely as they would like. Adopting the staff recommendations in the respective Docket No's noted would be a responsible and strong start in providing more affordable and sensible

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water/sewer rates for Verrado residents/customers and other districts overall. Consolidating all districts to allow for a larger base of customers to spread the costs to service EPCOR's customers is really the only answer and the fair thing to do in our current economic period. It is also within the ACC's regulatory role to protect it's citizens best interests to assure "fair and reasonable" utility rates and charges. I do remember it was Mr. Stump, Pierce and Newman that voted against consolidation the last time. I do hope the Chairman and commissioners will come together and look for alternatives and options that will help offset the current water/sewer rates and charges and protect and service the public accordingly as they have been commissioned to do so. Thank you for your consideration in the adoption of the staff's recommendation. Judy Mullins, Realtor Coldwell Banker Residential Brokerage

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 7/23/2014

Opinion No. 2014 - 117199

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 117200

Date: 7/23/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Tamsyn **Last:** Whiting

Account Name: **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: Buckeye **CBR:**

State: AZ Zip: 00000 **is:**

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment
Sent: Tuesday, July 22, 2014 5:06 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Tamsyn Whiting
Date: July 22, 2014
Address:
Phone:
CityStateZip: Buckeye, AZ 85396
Cell:
Docket: Epcor Water prices in Verrado
DocketNo:
Utility: Epcor
Email:

Comments:The water prices in Verrado are ridiculous! Higher than anywhere else I have lived. I love the community of Verrado but had we known how much we would be paying for water, we would have rethought our decision to buy here. I have had multiple people ask me about moving to Verrado and my thoughts because they are looking into moving here as well and I always warn them about the water bill...I wish someone would have warned us. It also doesn't make sense that more and more people are moving into Verrado and our prices are increasing...if we are indeed paying for the infrastructure (not sure if that's true) then shouldn't our prices decrease if there are more people paying into it?

End of Complaint

ARIZONA CORPORATION COMMISSION
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Utilities' Response:

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Investigator's Comments and Disposition:

Opinion noted and filed in Dockets No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 7/23/2014

Opinion No. 2014 - 117200

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone: (602) 542-0848

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117214

Date: 7/23/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Melissa Lewis

Account Name: n/a Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Buckeye CBR:

State: AZ Zip: 00000 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATES*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment
Sent: Wednesday, July 23, 2014 10:22 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Melissa Lewis
Date: 7/23/2014
Address:
Phone:
CityStateZip: Buckeye AZ 85396
Cell:
Docket:
DocketNo: W-01303A-09-0343
Utility: Epcor Water Arizona
Position: Other
Email:

Comments:Something has got to be done about this situation PLEASE! We as residents of these hard hit communities like Verrado are being hit multiple times- not only with unaffordable water prices but in our property values! No one will want to purchase homes where they know basic necessities like water aren't affordable- what does this say to hard working people like my husband who spent 22 years of his life defending this country? Its shameful and should be illegal! No one told us that our water was going to more than double moving from Surprise to Buckeye (going from a pool to no pool mind you). Its just not right. If the only option is to consolidate multiple cities to the agua fria district to relieve some of the burden for thousands of customers, that is what needs to happen because we are ALL ARIZONANS- residents of Phoenix or Goodyear or Litchfield Park pay so

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UTILITY COMPLAINT FORM

much less and we don't even have a choice to change it! I love my neighborhood and I love my home, and this is literally criminal.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 7/23/2014

Opinion No. 2014 - 117214

W - 01303A-09-0343
SW - 01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117213 Date: 7/23/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Jeff Last: Lewis

Account Name: Jeff Lewis Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Buckeye CBR:

State: AZ Zip: 00000 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATES*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment
Sent: Wednesday, July 23, 2014 10:24 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Jeff Lewis
Date: 23 July 2014
Address
Phone:
CityStateZip: Buckeye AZ 85396
Cell:
Docket: Epcor water of Arizona
DocketNo: SW-01303A-09-0343.
Utility: Epcor Water Arizona
Position: Other
Email:

Comments:Something has got to be done about this situation PLEASE! We as residents of these hard hit communities like Verrado are being hit multiple times- not only with unaffordable water prices but in our property values! No one will want to purchase homes where they know basic necessities like water aren't affordable- Its shameful and should be illegal! No one told us that our water was going to more than double moving from Surprise to Buckeye (going from a pool to no pool mind you). Its just not right. If the only option is to consolidate multiple cities to the agua fria district to relieve some of the burden for thousands of customers, that is what needs to happen because we are ALL ARIZONANS- residents of Phoenix or Goodyear or Litchfield Park pay so much less and we don't even have a choice to change it! I love my neighborhood and I love my home, and this is

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

literally criminal.
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 7/23/2014

Opinion No. 2014 - 117213
